

Why is my login failing?

Check for the following:

- Are you signed into the right court? Bankruptcy passwords or those from another district will not work in our database. Each court has its own.
- Logins and passwords are case sensitive. Both PACER and ECF logins are usually lower case letters and may include a shift for a symbol. Make sure your CAPS LOCK is not on.
- Check the context. If the system is asking specifically for a PACER login, your ECF information will generate an error message.
- If you are signing into ECF, be sure and leave the Client Code box blank. Putting anything in that box could generate an error message. The Client Code is an optional field when you sign into PACER.

When I log in, the blue tool bar is missing Civil and Criminal. How can I file?

This is an indication that you are signed in with your PACER login and password. Since the PACER account is only for retrieving documents, it will not display the Civil and Criminal options necessary for filing. Log out and log back in with your ECF account information.